GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:668
ANSWERED ON:27.04.2016
Landline Telephones
Adsul Shri Anandrao ;Pradhan Shri Nagendra Kumar;Raut Shri Vinayak Bhaurao;Shinde Dr. Shrikant Eknath;Shrirang Shri Chandu Barne;Singh Shri Rakesh

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether landline telephone base of public sector companies have been facing challenges from their private counterparts;

(b) if so, the details of consumer base of Government and private sector companies, company-wise along with the details of customers of BSNL and MTNL who have surrendered their landline telephone or Wi-Fi service during the last three years;

(c) whether the Government proposes to introduce any new services, schemes and cheap tariff plans to attract landline telephone consumers in the country;

(d) if so, the details in this regard; and

(e) the time by which such new schemes, services will be available to the consumers?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a)&(b) Details of landline consumer base of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) vis-Ã -vis Private Sector Companies as on 31.12.2015 are as follows:
<pre>
Name of Service Provider Landline customer base
(As on 31.12.2015)
BSNL 1,51,33,945
MTNL 35,17,794
Bharti Airtel Ltd. 35,97,462
Quadrant Televenture 2,49,964
Sistema Shaym Teleservices Ltd. 57,932
Tata Teleservices Ltd. (including TTML) 17,03,364
Reliance Communications Ltd. 11,64,544
Vodafone 93,480
</pre>
Details of customers of BSNL and MTNL who have surrendered their landline telephone connections including Wi-Fi services during the last three years are as follows:
<pre>
Year No of customers who surrendered landline connections
BSNL MTNL
2013 35,48,964 1,29,799
2014 30,75,584 1,37,666
2015 29,43,773 1,17,958
</pre>
(Note : the above figures includes disconnections due to non-payment)

(c) to (e) BSNL and MTNL are offering competitive and affordable tariff plans to fulfill the needs of their customers belonging to various strata of the society. BSNL and MTNL introduce/revise their tariff plans as per market trend and commercial viability.
Further, BSNL and MTNL have taken various steps to make their landline services more customer friendly and attractive. Some of them are as follows:
BSNL

â€¢ Setup of wireline call centres for the customers of landline and broadband at Dehradun, Ajmer and Bangalore. Traffic from all circles has been migrated to these call centres.
â€¢ Launched various customer centric initiatives like Night free calling from landline from 9 PM to 7 AM.
â€¢ Increased minimum speed of broadband to 2 Mbps

MTNL

â€¢ Set up of wireline call centers for the customers of landline, mobile & broadband at Delhi and Mumbai.

â€¢ Launched Night free calling from landline from 10 PM to 7 AM.
â€¢ Increased minimum speed of broadband to 2 Mbps